EPSON® Preferred℠

Limited Warranty Program for the Epson® SureColor® F6070 44-inch wide printer

Please open this booklet and record your unique Unit ID Number. You will need it to take full advantage of the Preferred Warranty.

CPD-38759

Welcome and Congratulations

Congratulations on your purchase of the Epson® SureColor® F6070 44-inch wide printer. Your printer is designed to provide consistent high quality output in the dye sublimation printing environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred℠ Limited Warranty Plan described in this document. This limited warranty plan includes priority toll-free technical phone support and on-site hardware service for your printer. The warranty period is **90 days** from purchase of the printer, but you may extend the period to **one year** if you register your printer with Epson within 90 days of purchase.

Note that warranty coverage for the print head and ink delivery system is terminated if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome® DS system for which the printer was designed.

Should you have a question or experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number, select the technical support option, and enter your Unit ID Number as described in this booklet. Please have your Serial Number available for the answering technical support specialist. Since it's an exclusive number, your call will be answered promptly.

Please review the information contained in this booklet. You'll find your personal Unit ID Number and the exclusive Epson Preferred toll-free number. You'll need these numbers to take advantage of our Preferred Service. You'll find our complete terms and conditions for this one-year limited warranty at the end of this booklet, under "Terms and Conditions – Limited Warranty for Commercial Products."

Once again, congratulations and welcome to the Epson Preferred Family.

Purchasing Extended Service: the Epson Preferred Plus Plan

The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to continue enjoying Epson on-site service after the end of your warranty through our Preferred Plus Plan – Epson's extended service contract for the Epson SureColor F6070 44-inch wide printer:

One-year Preferred Plus Plan (one year of coverage or two service calls, whichever occurs first). EPPF60SB1

You can obtain details about the Preferred Plus Plan from an Epson Authorized Dealer or Servicer. Key terms and features of the plan are these:

- The plan is available only if you registered your printer within 90 days of printer purchase.
- The plan provides one year of coverage or two service calls, whichever occurs first.
- Coverage for the print head and ink delivery system is terminated if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome DS system for which the printer was designed.
- Up to two plans may be purchased, for total potential coverage of three years (one year of warranty plus two years of extended service). Purchase of a first extended plan must be made before the one-year warranty expires. Purchase of a second plan must be made before the first plan expires.

For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

Step 1: Have your serial number available:

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Step 2: Call toll-free 888-377-6611.*

Step 3: Follow the voice prompt instructions.

Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday, 6 am to 6 pm Pacific Time (Subject to change)

* If you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line, please call 562-276-1305 during normal business hours so we may resolve the problem. This phone number provides access to the same Epson Preferred Technical Support Staff as the toll-free number.

How to Register Your Printer to Obtain One Year of Coverage

Your warranty coverage period is 90 days from the printer purchase date unless you register your purchase. With registration, your coverage period will be one full year. You must register within 90 days from the printer purchase date. When you register your printer, you will be invited to join Epson's loyalty program, where points can be accumulated based on the purchase of genuine Epson inks, and redeemed against future purchases of Epson products and services.

You can choose either of our two ways to register your printer:

- Run the installation CD that came with your printer. As part of the installation process, Epson's eReg form will appear on your screen. Fill out the information in the Epson eReg form

  OR

- Open www.epson.com/webreg and follow the instructions.

Terms and Conditions

Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the Epson SureColor F6070 44-inch wide printer covered by this limited warranty statement, if purchased and used in the United States, Canada, or Puerto Rico, will conform to the manufacturer's specifications and will be free from defects in workmanship and materials for the warranty period. The warranty period is **90 days** from the date of original purchase (proof of purchase required), unless you register your printer within 90 days of purchase, in which case the warranty period is **one year**. Epson also warrants that the ink enclosed with the engine will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the Epson printer.

What Epson Will Do To Correct Problems: Should your Epson SureColor F6070 44-inch wide printer prove defective during the limited warranty period, please call the toll-free Epson Preferred support line identified in this booklet. This line will be answered during Epson's regular support hours (currently 6:00 AM to 6:00 PM Pacific Time, Monday through Friday — subject to change). When you call, please be prepared to provide the service technician with Proof of Purchase information including the unit serial number and original date of purchase. You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number. An Epson service technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine what parts may be required. If service is required, the On-Site Response service program will be utilized in almost all cases. The technician will provide additional instructions about the program at the time this service is being set up. In rare cases, in its sole discretion Epson may instead elect to exchange the unit. Please see the next page for highlights of the programs. When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. The new items assume the remaining warranty period of the original Product. Parts may be new or remanufactured to Epson standards.

On-Site Response: If the printer needs hardware repair and you are within Epson's on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility. Epson will usually dispatch repair parts and a technician to your location for the next business day if determination that repair is required occurs prior to 1:00 PM Pacific Time. If that determination is made after 1:00 PM, dispatch will usually be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson's shipment of service parts does not imply that replacement is required.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these rare circumstances, Epson will replace the printer with the same or a comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or cables.) The customer must be able to receive, unpack, and install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual or documentation provided by Epson. The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the then current manufacturer's suggested retail price for the replacement printer. It is your responsibility to unpack, re-install optional components (interface cards, auto take-up reel unit, etc.), and set up the exchange printer at your location.

What This Warranty Does Not Cover:

This warranty does not cover:

1) **Service of the print head or any other part of the ink delivery system, if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome DS system for which the printer was designed. In case of such use, coverage of the print head and ink delivery system under this limited warranty is immediately terminated.**

2) Any damage caused by neglecting or improperly performing user-level maintenance as documented in the Epson SureColor F6070 *User's Guide*. The user-level maintenance includes the following items:

   a) Perform periodic nozzle checks and nozzle cleanings to prevent ink buildup around the print head and cap unit area (recommended: as needed).

   b) Clean the platen and pressure roller (recommended: daily, or as needed when there is media dust buildup).

   c) If the printer is not being used and is turned off, turn the printer on at least every two weeks.

   d) If the printer will be turned off for more than two weeks, maintenance must be performed by a service technician before the printer is turned off. Service maintenance must be performed again before the printer is turned on.

   e) If ink is cold, let it warm to room temperature before using (recommended: 4 hours or more).

   f) Do not touch green IC chip on the chip unit.

   g) Replace carriage encoder as needed.

   h) Replace ink supply tank as needed.

   i) Replace damper kit as needed.

   j) Replace pump cap as needed.

   k) Replace ink holder as needed.

   Note: See the Maintenance section of your *User's Guide* for in-depth maintenance instructions to best maintain your investment.

3) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson (for example, dealer- or user-added boards, components, ink delivery systems, or cables).

4) Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.

5) Any damage from service performed by other than an Epson Authorized Servicer.

6) Service when the printer is used outside the U.S., Canada, and Puerto Rico.

7) Service where the printer label, logo, rating label, or serial number has been removed.

8) Any damage to used, refurbished, or reconditioned products.

9) Any color change or fading of prints, or reimbursement of materials or services required for reprinting.

10) Any damage caused by using improper packaging materials or improper packaging and shipping.

11) Any charge for service performed when the printer has been turned off and not used for an extended period of time.

This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

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